

CA-28753



VILLAGE TRAVEL AGENCY INC.

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OST-96-1145-134

Department of Transportation  
Room PL-401  
400 Seventh Street SW  
Washington, D.C. 20590

November 6, 1997

OST-97-2881-12

DEPARTMENT OF TRANSPORTATION  
97 NOV 12 AM 11:01  
DOCKET SECTION

Re: Docket 49812 CRS rules and regulations

To whom it may concern

I would like to propose a revision to the CRS rules. This revision would require both the CRT vendors along with the airlines that are booked in any reservation, to provide to the travel agent a hard copy of all transactions in a disputed reservation. This hard copy should be faxed to the agency within one hour of any request.

Yesterday our office had most serious occurrence with two people booked and ticketed from Boston to Ft. Myers, Florida. November 21 to December 2, 1997. On July 29, 1997 a client booked and paid for two tickets, our office issued the tickets and reserved seats on Delta Airlines for this itinerary. The next transaction that took place in our CRT regarding the flight segments was the issuance of boarding passes on October 31, 1997. The client called Delta Airlines reservations on November 4, 1997 and was informed that the second two flights were on a wait list. In my computer the flights were still holding confirmed as were the seats. I called Delta and was told that the flights had been canceled on August 21, 1997 by Worldspan and placed on a needed basis on November 1, 1997. This action did not show in my computer. Fortunately I was able to obtain a hard copy of the Delta computer record that demonstrated the fact that Worldspan had canceled the record without notifying us and had placed it back on a wait list on November 1, 1997. Our system still showed that the entire record was confirmed.

If I had not been able to obtain the hard copy from Delta I would have been in the dark as to the mistake that Worldspan made. This would have permitted either the carrier or the CRS system to deny any responsibility for this error and left us in a most vulnerable position.

Very truly yours,

Jeff Gilbert, President  
Village Travel Agency Inc.

encl

3pp

WORLDSPAN

R-1P P/

H3I GS SW 1421Z/29JUL97

XG SSRSEATDLHK1BOSATL0541K21NOV RB 40-F BUNNELL/MARI.KIM  
 AG SSRSEATDLHK1BOSATL0541K21NOV BP 40-F BUNNELL/MARI.KIM  
 XG SSRSEATDLHK1BOSATL0541K21NOV RB 40-G BUNNELL/MEGAN  
 AG SSRSEATDLHK1BOSATL0541K21NOV BP 40-G BUNNELL/MEGAN  
 XG SSRSEATDLHK1ATLRSW0683K21NOV RB 41-A BUNNELL/MARI.KIM  
 AG SSRSEATDLHK1ATLRSW0683K21NOV BP 41-A BUNNELL/MARI.KIM  
 XG SSRSEATDLHK1ATLRSW0683K21NOV RB 41-B BUNNELL/MEGAN  
 AG SSRSEATDLHK1ATLRSW0683K21NOV BP 41-B BUNNELL/MEGAN  
 AG SSRSEATDLHS2BOSATL0541K21NOV.40F40G  
 AG SSRSEATDLHS2ATLRSW0683K21NOV.41A41B

R-P/ -CR- H3I/1P GS SW 31OCT97 2115Z 351617 \*\*\*

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XS ZT CCR 21NOV HK1 RSW 02DEC CCAR/BS-22920671/RG-USD 122.75WK U  
 NL /RC-2522/LO001/ARR-DL683-2247/DT-1100/NM-BUNNELL MARIKIM/CF-V  
 S0407 \$ZT\$

R-P/ -CR- H3I/1P GS SW 07OCT97 1619Z 351617 \*\*\*

AS ZT CCR 21NOV SS1 RSW 02DEC CCAR/BS-22920671/RG-USD 122.75WK U  
 NL /RC-2522/LO001/ARR-DL683-2247/DT-1100/NM-BUNNELL MARIKIM/CF-V  
 S0407 \$ZT\$

R-P/ -CR- H3I/1P GS VT 25AUG97 1632Z 351617 \*\*\*

XT TAW/00/29JUL-CDL

R-P/ -CR- H3I/1P GS SW 29JUL97 2027Z 351617 \*\*\*

AG SSRSEATDLHK1BOSATL0541K21NOV RB 40-F BUNNELL/MARI.KIM  
 AG SSRSEATDLHK1BOSATL0541K21NOV RB 40-G BUNNELL/MEGAN  
 AG SSRSEATDLHK1ATLRSW0683K21NOV RB 41-A BUNNELL/MARI.KIM

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AG SSRSEATDLHK1ATLRSW0683K21NOV RB 41-B BUNNELL/MEGAN  
 AG SSRSEATDLHK1RSWBOS2440H02DEC RS 18-A BUNNELL/MARI.KIM  
 AG SSRSEATDLHK1RSWBOS2440H02DEC RS 18-B BUNNELL/MEGAN

R-P/ -CR- H3I/1P GS SW 29JUL97 1423Z 351617 \*\*\*

AD DL 541K 21NOV BOSATL ACKN HDQDL D75OCX

AD DL 683K 21NOV ATLRSW ACKN HDQDL D75OCX

AD DL2440H 02DEC RSWBOS ACKN HDQDL D75OCX

R-P/ -CR- HDQ/1P EM DL 29JUL97 1421Z 000000 \*\*\*

AS DL 541K 21NOV BOSATL SS2 520P 757P \$

AS DL 683K 21NOV ATLRSW SS2 910P 1047P \$

AS DL2440H 02DEC RSWBOS SS2 1150A 255P \$

R-P/ -CR- H3I/1P GS SW 29JUL97 1421Z 351617 \*\*\*

\*\*\*\* ITEMS SUPPRESSED \*\*\*\*/\*HQ

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FROM DELTA AIR LINES

11. 5.1997 10:47

P. 1

DL RECORD LHM/17/2000

1. 23UNNELL/MARIKIM/MEGAN

HQ01PC1ZZ9F

1 DL 541K 21NOV BOSATL HK2 525P 802P

2 DL 683K 21NOV ATLRSW PB2 910P 1047P

3 ARNK

4 DL2440H 02DEC RSWBOS PB2 1150A 255P

HA FAX- \*\* 33RS PRESENT \*\*

1. OSI DL CTOT 617 738 5500 VILLAGE TRVL 22920671 SUE

2. OSI DL CTOP H31617 522 5910 HOME

GEN FAX- \*\* 33RS PRESENT \*\*

SPCL- 1. DL683/2440 UNABLE/XXLD PER DUPE 1P LOC 6RFRXS/CB/5NOV

2. JR AT WORLDSPAN HELP DESK HDA UNABLE TO CB 683K/2440H

3. BOTH FLTS NEGATIVE INVENTORY/SSC/FR/05NOV

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HQ0 1P RM 1421Z/29JUL

AS DL 541K 21NOV BOSATL DK/DK2 520P 757P \*1PD

AS DL 683K 21NOV ATLRSW DK/DK2 910P 1047P \*1PD

AS DL2440H 02DEC RSWBOS DK/DK2 1150A 255P \*1PD

-HQ0 1P RM 29JUL1421Z 111005

XS DL 541K 21NOV BOSATL DK/HK2 520P 757P

XS DL 683K 21NOV ATLRSW DK/HK2 910P 1047P

XS DL2440H 02DEC RSWBOS DK/HK2 1150A 255P

-HQ0 1P RM 29JUL1421Z

AS DL 541K 21NOV BOSATL DK/DK2 520P 757P \*1PD

AS DL 683K 21NOV ATLRSW DK/DK2 910P 1047P \*1PD

AS DL2440H 02DEC RSWBOS DK/DK2 1150A 255P \*1PD

-HQ0 1P RM 29JUL1831Z 040723-RCVD 01 CR 291423

SC DL 541K 21NOV BOSATL HK/UN2 520P 757P

AS DL 541K 21NOV BOSATL SC/HK2 525P 802P

-S.C. REAC\*SEATS REASSOCIATED\*-21AUG1252Z

XS DL 541K 21NOV BOSATL SC/HK2 525P 802P

-HQ0 1P RM 21AUG1311Z

XS DL 683K 21NOV ATLRSW DK/HK2 910P 1047P

XS DL2440H 02DEC RSWBOS DK/HK2 1150A 255P

-HQ0 1P RM 21AUG1312Z

AS DL 541K 21NOV BOSATL NN/KK2 525P 802P

AS DL 683K 21NOV ATLRSW NN/UN2 910P 1047P

AS DL2440H 02DEC RSWBOS NN/UN2 1150A 255P

-HQ0 1P RM 01NOV2156Z 040639-RCVD 01 CR 312115

SC DL 683K 21NOV ATLRSW HL/PB2 910P 1047P

SC DL2440H 02DEC RSWBOS HL/PB2 1150A 255P

-ATL TR CB 368474 05NOV1315Z 9EC110

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← CXL'D  
by 1P  
which is  
worldspan

JEFF/SUE

J. R